The Quality Improvement and Patient Safety Subcommittee of the Clinical Practice Committee will host its Annual Meeting pre-course again this year. Building on the success of previous years, the course will continue to emphasize rigorous quality improvement methods for improving process performance using interactive case-based learning. SGIM members are leaders at their own institutions and often called upon to institute change. The one-day session “Invigorate Your Practice: Performance Improvement for Practice Redesign” will provide attendees with the skills to maximally leverage your efforts to effectively change your processes and alter the culture in your practices. To this end, we invite practice teams to participate.

In keeping with the Annual Meeting theme of “Resilience and Grit,” the case study will bring focus to organizational change at the practice level, where so many inefficient and ineffective processes wear us down and contribute to burn out. While using an ambulatory practice as an example, participants in the course will be invited to consider their own practices during the course and how these methods can be applied back home, whether in the outpatient or inpatient setting.

This session will review the key concepts that can further your skills at any level. We will start with a framework to analyze your local environment and determine how best to approach redesign in your practice. You will consider your stakeholders and learn strategies to engage them through change management principles. We will cover creating an effective and focused SMART aim statement to guide your project. Learn how to create appropriate measures and to identify and prioritize the opportunities for improvement, using such tools as process maps, Ishikawa (fishbone) diagrams, and Pareto charts. We will review the PDSA cycle and how to implement sustainable changes through rapid cycles of improvement. We will teach you how to create a run chart to analyze and represent your data and with an overlay of key events.

After participating in this course, feel a renewed sense of mastery over your environment, where you can bring together your inter-professional colleagues to redesign practice and take control of chaos!